

# JUDICIAL COUNCIL OF CALIFORNIA

Administrative Office of the Courts 455 Golden Gate Avenue San Francisco, California 94102  
415-865-4272 Telecommunications Device for the Deaf Web site: [www.courtinfo.ca.gov/careers](http://www.courtinfo.ca.gov/careers)

## EMPLOYMENT OPPORTUNITY

**JOB TITLE:** BUSINESS SYSTEMS ANALYST

**LOCATION:** SAN FRANCISCO

**JOB REQ #:** 2599

### DEPARTMENT STATEMENT

The Information Services Division (IS) is responsible for planning, coordinating, and implementing statewide technology initiatives for the judicial branch. It provides direct support for all technology applications and services used by the AOC and appellate courts. It also is responsible for collecting and maintaining statewide judicial statistics.

In accordance with Senate Bill 1732 (Trial Court Facilities Act of 2002), the Judicial Council will represent the state in all negotiations with the counties regarding the disposition and transfer of trial court facilities from the counties to the state.

To support this groundbreaking initiative, the Business Systems Analyst position will be responsible for the review and analysis of technology requests and for identifying issues related to the development and maintenance of branch-wide information technology, which support business functions at the AOC and the courts. This position will be expected to provide project leadership for the IS Division and support the Facilities department on the selection and implementation of tools to support their business requirements

### RESPONSIBILITIES

#### Business Analysis

- User Support in troubleshooting both application and business process issues.
- Document business process using standard business process and data flow diagrams
- Develop gap analysis for business process to software

#### Business Process

- Map business requirements to software applications;
- Using standard methodologies, analyze user operational procedures to develop functional systems requirements, and advise and instruct other staff responsible for such development;
- Coordinate and conduct user support and training;
- Work with vendors to resolve software problems and evaluate new products and software tools;
- Develop testing criteria, test plans, test scripts and test cases for new system implementations and enhancements, and track problems and resolutions;
- Identify and document application integration requirements, and
- Identify innovative solutions to business issues in technical development.

#### Software Applications

- Participate in the development of RFI, RFP, Contracts, and SOWs;
- Participate in facilities tool evaluations and selection;
- Travel to and from courts to ensure understanding of court requirements, address issues as required;
- Participate in application configuration, training and testing sessions; and

- Provide on-going application support of production system.

Occasional work during non-business hours (evenings, weekends, and holidays) to respond to information systems emergencies or to complete critical tasks will be required. The successful candidate may be required to travel statewide as necessary.

## **QUALIFICATIONS**

Equivalent to possession of a bachelor's degree, preferably with major course work in computer science, public or business administration and two years of experience in business or systems analysis, design, operational or system documentation development, and workflow analysis/process re-engineering.

Additional experience may be substituted for the education on a year for year basis. Possession of a related post-graduate degree may be substituted for one year of experience.

OR

Two years as a Staff Analyst with the judicial branch in information systems.

Knowledge of:

- Standard Business Analysis documentation;
- Principles and techniques of program software application design, testing, and documentation;
- Principles and techniques of project management;

Ability to:

- Conceptualize and integrate systems within an enterprise-wide information systems architecture;
- Use software development tools, languages, and report generators;
- Prepare and manage contracts for systems products and services with appropriate staff;
- Identify and evaluate alternative solutions, costs, and benefits;
- Communicate effectively, orally and in writing;
- Prepare effective written materials for purposes of user and system documentation; and establish and maintain effective working relationships with those contacted in the course of the work.

## **DESIRABLE**

- Information Systems project management, application, and implementation;
- Knowledge of Court operations or the development of business systems in complex organizations;
- Ideal Experience includes an understanding of Facilities Management business process and automation support tools.
- Ability to develop data flow diagrams, swim lane diagrams, and business process diagrams
- Ability to develop change management materials including: gap analysis for business process and software implementation.

## **HOW TO APPLY**

This position will remain open until filled. To complete an online application, please visit our Web site at [www.courtinfo.ca.gov/careers/view.htm](http://www.courtinfo.ca.gov/careers/view.htm), select job category "Info Systems & Technology", and search for Job Req #2599, Business Systems Analyst. This position requires the submission of our official application.

OR

To request a printed application, please contact:

Administrative Office of the Courts  
455 Golden Gate Avenue, 7th Floor  
San Francisco, California 94102

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**PAY AND BENEFIT(S)**

SALARY RANGE: \$5,835 - \$7,092 per month

(Starting salary may vary between \$5,835 - \$6,418 per month)

Some highlights of our benefits package include:

- Health/Dental/Vision benefits program
- 13 paid holidays per calendar year
- Choice of Annual Leave or Sick/Vacation Leave
- 1 personal holiday per year
- \$105 transit pass subsidy per month
- CalPERS Retirement Plan
- 401(K) and 457 deferred compensation plans
- Employee Assistance Program
- Basic Life and AD&D Insurance
- FlexElect Program
- Long Term Care Program (employee paid/optional)
- Group Legal Plan (employee paid/optional)

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